

Line Item Summary		Document Number OPR04000101/0001	Title CAO Customer Service Model		Page 2 of 6
No Funding Information					
Line Item Number	Description	Delivery Date (Start date to End date)	Quantity	Unit of Issue	Unit Price Total Cost
No Changed Line Item Fields					
				Previous Total:	
				Modification Total:	
				Grand Total:	

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SECTION A -- SOLICITATION/CONTRACT FORM

A.1 SUMMARY OF CHANGES

Clause ‘HC.12.003 - Submissions’ has been edited.

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SECTION L -- INSTRUCTIONS, CONDITIONS AND NOTICES TO BIDDERS

L.1 HC.12.003 SUBMISSIONS

JULY 2001

The offeror shall provide one electronic version via e-mail to: edwin.davis@mail.house.gov, in MS Word format or one fax version of their proposal in response to this solicitation by 1/12/04. The CAO will conduct a pre-proposal conference on 12/09/03 from 1:00 pm - 3:00 pm at the Ford House Office Building, Room 224 to give an overview of the project and answer vendor questions as time permits. Vendors are encouraged to attend and submit any additional questions in writing by not later than 12/12/04.

Each proposal shall be place in separate division and be sufficiently complete and organized to ensure that evaluation can be made on the basis of its content. It is important that the proposal be organized as specified since the score sheet used during the evaluation will parallel the order specified in the solicitation. Proposals that do not address all of the elements and requirements, in the order contained herein, shall be disqualified from further consideration.

- * Technical Approach shall not exceed 30 pages
- * Past performance shall not exceed 10 pages

1. Proposal will be evaluated based on the information provided below and awarded to the contractor whose proposal is the most advantageous to the House. Technical Approach, Personnel Qualifications and Past Performance are equal and more important to Costs. The Offeror's Proposal shall include, and be divided into sections as follows:

- Section A - Proposed Technical Approach
- Section B - Personnel Qualification
- Section C - Past Performance
- Section D - Cost Proposal

Section A - Technical Approach

The contractor shall describe the technical approach that will be used to execute the phases described above. The approach shall include:

- Demonstrated methodology for performing the phases contained in the statement of objective.
- Method for developing and managing preparation/review of deliverable products
- Process for assuring the quality of content in deliverable products
- The contractor shall include a project management approach to track the delivery of products and services related to this contract and to work with the COR and staff. This includes:
 - To ensure proper planning for work breakdown and schedules
 - To establish realistic budgets that reflects actual progress for each phase
 - To report performance of work on an accurate and objective basis and to identify any problems or issues as early as possible
 - Working relationship with the COR and House staff

Section B - Personnel Qualifications

The offeror shall include proposed staffing approach that addresses the management and timing of staffing decisions for assigning people to the project and removing them from the project. The staffing approach must be definitive enough to provide the House with a clear understanding of how the offeror intends to staff this project order (with Key and non-Key personnel) to successfully meet all the requirements of the statement of work This includes:

- Identify team members, to include partner, manager, senior, industry specialist, etc. Any subsequent changes in key personnel must be approved by the House.
- Provide resumes for each member, to include relevant experience, education, professional accomplishments, and position in the firm.
- Represent in the proposal that the information is accurate and complete and that the individuals named are available for assignment on the date the purchase order becomes effective.

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For each personnel please provide the following information: Individual's name, title, telephone number (business and cell), and email address.

Section C - Past Performance

1. Provide information covering the past three years for projects with the same or similar requirements and cost magnitude. Include customer name, description and duration of project for which labor was supplied and labor categories supplied, contact names, phone numbers and e-mail contact information for each current and past customer.
2. Provide the company's Dun & Bradstreet Number for the purposes of performance and credit history validation.

Section D - Cost

Offerors shall provide a breakdown of fully loaded labor rates that support quoted prices. Offeror shall indicate the staffing necessary to meet the requirements specified above. The Government intends to award a Firm Fixed Price (FFP) contract.